
Documents get endless loading....

Posted by eugenecjr - 2017/08/18 01:09

Everything has been upgraded to the latest PHP and Joomla. PDFs seem to load just fine after the update. But for some reason they stopped work.

Thanks for any assistance in resolving this issue.

-Eugene

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Re:Documents get endless loading....

Posted by admin - 2017/08/18 06:10

Hello,

Could you provide a link to a page where the problem occurs? It looks like a javascript conflict with 3rd party extension or site template.

Regards,
ARI Soft

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Re:Documents get endless loading....

Posted by eugenecjr - 2017/08/18 13:09

I will need to give you access to logon to the site. What is the best way to get you the required information:

for starters the site is www.incrediblydesigned.com

-Eugene

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Re:Documents get endless loading....

Posted by admin - 2017/08/18 13:16

The document is shown fine on our side:

<http://www.ari-soft.com/images/fbfiles/images/dv.jpg>

PS: What browser do you use?

Regards,
ARI Soft

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Re:Documents get endless loading....

Posted by eugenecjr - 2017/08/18 13:18

I have no clue what happened, but after I created the document I replicated the issue, then I went back and setup an account for you to access the document and now everything in all accounts is working. If the issue represents itself I will let you guys know.

Thanks for the quick reply.

-Eugene

Re:Documents get endless loading....

Posted by eugenechr - 2017/08/18 15:18

I was able to determine what happened. The issue was being caused by a plugin called JUX Weather. I re-enabled it and was able to reproduce the error and then disabled it to verify it was the cause.

Re:Documents get endless loading....

Posted by admin - 2017/08/18 19:00

It looks like a javascript conflict. Usually it happens if an extension loads an own copy of jQuery library instead of using jQuery instance which is loaded by Joomla!

Regards,
ARI Soft

Re:Documents get endless loading....

Posted by eugenechr - 2017/08/19 00:34

I was able to find a form that is still having the issue. So it seems that I was only able to partially fix the problem. Below is a link to the form in question.

<https://www.incrediblydesigned.com/ari-doc-viewer-test>

-Eugene

Re:Documents get endless loading....

Posted by admin - 2017/08/19 06:40

The page contains a javascript error. You can find it in browser's error console:

http://www.ari-soft.com/images/fbfiles/images/js_error.jpg

It occurs because jQuery library is loaded twice. You can try to temporary disable optimisation of script loading in site template settings and clean Joomla! cache.

Regards,
ARI Soft

Re:Documents get endless loading....

Posted by eugenechr - 2017/08/19 12:33

I see the error that you are referring too but am not able to find the option that you reference with regards to disable optimization of script loading. Can you provide additional details?

Thanks,
-Eugene

Re:Documents get endless loading....

Posted by admin - 2017/08/19 19:30

You can contact site template developers for more details. BTW, jQuery is included to the following file:

cache/jsn_epic_pro/faab5070ceb38ffadd01a9bfa96ee97f.js?202412808703d646ca8bc10fc81a8a87

Regards,
ARI Soft

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